

What if I don't have a family doctor?

If you live in Maple Ridge-Pitt Meadows, you can ask to have one of our doctors (or nurse practitioners) as your regular family practitioner. We will put you on a waitlist.

Please note:

We do not have these services on-site:

- x-ray, ultrasound, medical imaging, or CT scanning
- laboratory services

We cannot offer any intravenous therapy.

We do not have narcotics (opioids) onsite.

We will not give prescriptions for narcotics or tranquilizers (benzodiazepines).

For people who walk-in, we are not able to complete medical forms, such as for Persons with Disability (PWD) and private insurance. We need to know a person for at least 3 months before we can complete these types of forms.

Where to find us:

We are located in the Ridge Meadows Wellness Centre

**Unit 121-11900 Haney Place
Maple Ridge, B.C. V2X 8R9
604-476-4650**



Expect us to treat you and your family with compassion, dignity, and respect, without discriminating in any way.

www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.



Ridge Meadows Urgent and Primary Care Centre

In Ridge Meadows Wellness Centre

**Open 7 days a week
9:00 a.m. to 8 p.m.**

For more information online
fraserhealth.ca/urgentcare



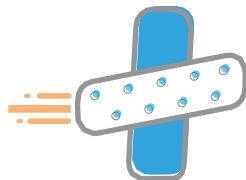
What is the difference?

Urgent and Primary Care Centre is for people who:

- might normally go to a family doctor (or nurse practitioner) in their community with a health concern but can't get in to see one or don't have a family practitioner
- need medical care within 12 to 24 hours and it is not an emergency

Examples of when to use the Urgent Primary Care Centre:

- cough and/or cold
- cuts or wounds
- infections such as chest, ear, and bladder
- mild back pain
- sprains and strains
- fever
- nausea, diarrhea, constipation
- sexually transmitted infections
- prescription refills – **except not** for narcotics or benzodiazepines



Emergency Department is for people who:

- are experiencing a health crisis or have a serious illness or injury
- need medical care right away

Examples of when to use the Emergency Department:

- chest pain
- trouble breathing or short of breath
- any kind of bleeding that does not stop
- suspected stroke
- overdose or poisoning
- mental health crisis
- broken bones / dislocated joints
- new prescriptions for depression or anxiety

Not sure where to go?

Call 8-1-1



- Speak with a nurse anytime of the day or night.
- Speak with a pharmacist from 5:00 p.m. to 9:00 a.m. every night of the week.

HealthLinkBC is available in 130 languages. For an interpreter, say your language in English. Wait until an interpreter comes on the phone.

Call the Urgent and Primary Care Centre

604-476-4650 (9:00 a.m. to 8:00 p.m. daily)

Call Fraser Health Virtual Care

1-800-314-0999 (10:00 a.m. to 10:00 p.m. daily)

What services does the Urgent and Primary Care Centre offer?

We offer a team-based approach tailored to your specific need for care. Our healthcare professionals will support your health needs. This may include referring you to other resources in the community.

Our care team includes:

- doctors and nurse practitioners
- registered nurses
- clinical counsellors
- social workers
- pharmacists

For people with mental health concerns, we can offer short-term counselling (3 to 6 sessions) to help you create goals and make a plan to work through issues.

Do I need an appointment?

We see people in 2 ways:

1. on a walk-in basis – we suggest you call first to check the wait
2. by appointment

People get appointments if they:

- have a family practitioner in the Centre
- walked in near closing time and a number of people are already waiting, so we give an appointment for the next day*

*Note: We see people in order of priority.